



Revised:01/01/2020

SERVICE AGREEMENT & COMPANY POLICIES

Hate2clean.com Maid Service LLC believes having the same goals & expectations with our clientele is the key to our success. Mutual respect and clear communication go hand in hand with maintaining a great relationship with our clients. We hope that this service agreement helps foster this respect and communication with you and your family.

BUSINESS HOURS

Hours of operation (cleaning hours): Monday thru Friday 9:00 am to 5:00 pm

Weekends by appointment only

Phone: 713-504-7151 (You can text us at this number too.)

A voicemail inbox will be active whenever we are not available to immediately answer your call.

Please leave us a message and we will call you back as soon as possible. On weekends, phone calls may go to voicemail, please leave us a message and expect a return call the following business day.

Feel free to text us at 713-504-7151 or email us at info@hate2clean.com. We are very responsive to our client's needs and requests.

SERVICES PROVIDED

Our services Basic cleaning, Move-in cleaning, Move outs cleaning, Make Ready cleanings and our extras. Please see our website, www.hate2clean.com, for a complete list of what is included in each Basic cleaning and extras. Plus, you can boost your basic cleaning with our "extra". To schedule your "extra", just call, email or text us your request and we will schedule as time permits. The earlier we know about your request, the better we can meet your needs. Prices are determined by a house to house and based on how big or little a task we will be performing. We will give you a price for the "extras" when requested by the client. Once service starts, different cleaning package can be selected if your needs change but advanced scheduling is required to allow for time and supplies. Sorry, no substitutions. To keep the quality of our service consistent for all our clientele, we cannot offer substitutions. In no way can "EXTRAS" task(s) be performed instead of or in substitution for any or all tasks that are listed in our Basic, Move-in, Move out, Make Ready cleaning.

SETTING APPOINTMENTS AND CANCELLATION/LOCKOUT POLICIES

Our cleanings are by appointment only. Once we take a reservation, we hold that time slot for you and you alone and turn away other potential clients to ensure your cleaning appointments are met. We require an active debit/credit card on file to hold your appointment. You can cancel service at any time, all we require to cancel service is 2 weeks notice, to avoid a cancellation fee of \$50.00 applied to your credit/debit card on file. Once we receive notice, if there are any remaining scheduled cleanings, we will clean for you on scheduled days, you will be charged for those remaining cleanings, on credit/debit card on file, the service will be terminated. If the client refuses cleanings, the client will be charged for any remaining scheduled cleanings, regardless of whether or not the client allows cleaners to clean. Cancellations can either be phoned, texted or emailed to our office.

In the event of a cancellation or lockout, with less than 48 hours' notice, the client agrees to pay by credit/debit card on file the entire cost of 1 scheduled cleaning plus the \$50.00 cancellation or lockout fee. A lockout occurs when cleaners arrive at clients' homes on the scheduled cleaning day and cleaners cannot enter premises for any reason. The client's credit/debit card on file will be charged the full cost of the scheduled cleaning plus the \$50.00 cancellation fee. (See our section on Payment for our policy on outstanding balances.) When a lockout occurs, we will NOT issue reimbursements for services not performed nor will we issue credit for work not performed. When a lockout occurs it is not our fault scheduled work was not performed nor will we be held responsible for work not performed through no fault of ours or our cleaners. Lockouts also apply if for any other reason, a staff member feels uncomfortable/harassed in any manner or that his/her personal safety is endangered enough

to cause him/her to leave the job site due to clients, clients' family members, guests, or pets on the premises. We reserve the right to refuse service to anyone.

It is the client's responsibility to remember their cleaning appointment.

HELPFUL HINT – Mark your calendar, of your scheduled cleanings one year in advance. To prevent unnecessary lockout/cancellation fees please schedule your holidays, vacations, and home improvements/construction around your cleanings. Our fees are 100% avoidable. Please allow for these instances and give us 2 weeks' notice of your plans that will affect our ability to clean for you. Communication is the key to cleaning. We appreciate your cooperation with us!

PAYMENT

We require an active Visa, Master Card, Discover or American Express on file for payments. We process ALL payments before scheduled cleaning week before service is rendered. This allows time for our credit/debit card processing company to process your payment and for us to receive payment before your cleaning so we can pay our cleaners, we hold your time slot for you and you alone, turning away other business to ensure that your home will be cleaned on scheduled cleaning date. In other words, you are not only paying for the cleaning but you are paying for us to hold your time slot for you and you alone.

SALES TAX

Sales Tax is 8.25% (Texas State sales tax) on all services and fees.

TIPS

Tipping is appreciated! To avoid confusion, please clearly mark money as "tips" so our cleaners know it is meant for them. Our cleaners never, ever want to take anything that does not belong to us. We can also charge your credit/debit card on file for tips as well. Just text us at 713-504-7151 let us know how much you would like to add. Thank you in advance!

ARRIVAL TIMES

Due to the time-consuming, unpredictable nature of cleaning, Hate2clean.com Maid Service LLC cannot guarantee the exact time of arrival. We require the flexibility to arrive and depart between the hours of 9:00 am to 5:00 pm. However, for your convenience we can give you an estimated block of time to expect our arrival; however, we reserve the right to arrive earlier or later than the estimated arrival time due to circumstances beyond our control such as traffic conditions; etc.

HELPFUL HINT - On the request of the client, we can call/text you when our cleaners are on our way to clean.

If we arrive for a scheduled service to find we are unable to access your home, a lockout fee equal to the cost of the cleaning plus \$50.00 lockout fee will be charged to your credit card on file. We encourage all our clients to issue us keys so avoidable lock-outs are avoided. (See KEYS for more information.)

PRICES/ESTIMATES

We need to have uninterrupted access to all the areas of your home that we will be cleaning. Every effort is made to work safely and cautiously, but we cannot assume liability for the safety of others. This includes clients, client's children, and pets. We need to be able to work freely and without restrictions or distractions. If we are subject to distractions that affect our ability to perform our work promptly, we reserve the right to charge your credit card/debit on file for extra time spent in your home.

We ask that you pick up toys, clothing or other items before we arrive so the time we spend in your home can be as efficient as possible. We also ask that you de-clutter your home before our arrival. We reserve the right to charge extra for an excessive amount of dishes. (more than 1 load of dishes that fit in the dishwasher)

If you need us to assist you in picking up and decluttering, we'd be happy to assist you. Just let us

know before schedule cleaning & we'll schedule our cleaners in accordingly. An additional fee will apply for the organization, picking up and decluttering.

HELPFUL HINT- A good rule of thumb is 5 items or less on any surface in your home. The fewer items on surfaces the more surface space we can clean and the more value you and your home receive from our cleanings. We encourage the use of decorative boxes and baskets. Any item in a decorative/organizational basket or box is considered 1 item.

Due to the increased chance of breakage and the time-consuming manner of moving/cleaning items, we reserve the right to skip areas in the home that are overly cluttered (more than 5 items) or not picked up without adjusting the quoted price or adjust the price we initially quoted to allow for time and charge credit the card on file for services rendered.

EQUIPMENT AND SUPPLIES

We provide our own eco-friendly; non-toxic, professional cleaning supplies; vacuums and equipment, excluding kitchen trash can liners. All the clothes, vacuums and equipment we use are clean and disinfected when we start to work in your home. Due to the increased chance of liability, we cannot clean with supplies, vacuums or equipment provided by our clients. What sets Hate2clean.com Maid Service apart is we provide everything that is needed to clean your home at an affordable price. The only exception to this policy is regarding wood surfaces. Due to the delicate nature of wood surfaces, we believe switching furniture polishes and oils increase the chance of damage to surfaces. We will provide the product the client has been using that was told to us during the initial conversation. The only time we will ask clients to provide oils or furniture polish for us to use is when we cannot find or purchase the product. If hard to find the product is not provided by the client we reserve the right to do a light dusting using dry rag or dusters. The same is true if you have hardwood floors for the same reasons.

HOLIDAYS/VACATION

We believe a home needs to be clean even on holidays and vacations. A home gets dirty all year round. Hate2clean.com Maid Service LLC will be open for business and cleaning during ALL national holidays except Christmas Day, Thanksgiving Day. If you need us NOT to come on a holiday, a 2-week notice needs to be given to us or a \$50.00 cancellation fee will be charged on your credit card on file. Hate2clean.com Maid Service LLC also takes a 2 weeks' vacation once a year. Clients will be notified well in advance when our vacation will occur. If your cleaning visit falls during our vacation, every effort will be made to re-schedule your visit for the week we return, but this cannot be guaranteed. If your cleaning visit falls on an observed holiday, every effort will be made to re-schedule your visit for the same or following week, but this cannot be guaranteed.

Hate2clean.com Maid Service LLC will charge a fee of \$50.00 plus the price of a full clean to credit/debit card on file for any cancellation/lockout/no payment with less than 48 hrs advance notice. No Exceptions. Helpful hint: Mark your calendar a year in advance and notice if you're scheduled cleaning dates fall on one of the holidays/Vacation mentioned above. Notify us as early as possible if you DO NOT want us to clean on holidays/vacations. It is the client's responsibility to notify us if cleaning is not needed. No exceptions.

SICKNESS

For our safety and the safety of all our clients, please notify us by telephone at least 24 hours before the scheduled service of any infectious diseases that occur in your household. Hate2clean.com Maid Service LLC reserves the right to cancel and re-schedule in such circumstances. We also reserve the right to keep the appointment. After all, we are armed with gloves, disinfectants and hand sanitizers. We are in contact with germs daily and are not afraid of germs. We believe that your home needs to be cleaned especially when there is sickness involved. Cancellation fees will apply without proper notice.

WEATHER

Hate2clean.com Maid Service LLC will be closed for business when severe weather conditions prevent unsafe roads for travel. We will call or text you to try to reschedule your appointment for another day.

QUALITY CONTROL

Our goal at Hate2clean.com Maid Service LLC is to provide consistently great cleanings and the best service. Our motto is we strive for perfection to achieve excellence. If you are ever not satisfied with your cleaning, please let us know and we will do our best to remedy this promptly over the next scheduled cleanings. We value your comments, suggestions, feedback and promise to do our very best to accommodate them within the perimeters of your chosen cleanings. Due to the subjective,

nature of cleaning, our limited resources, and to keep the quality of our cleanings as constantly high and we cannot offer cleanings (cleanings for free) nor refunds for any reason.

HELPFUL HINT- Grade the overall work done by your house cleaners. Having realistic expectations for your house cleaners goes a long way in having a positive cleaning experience for all that are involved. For example, 2 missed areas is still an “A” job in most ways of grading. Moreover, if overall they did a good job, try to cut them a little slack. After all, everyone has entitled to an off day and no one is perfect. Just let us know at the office what you’re unsatisfied with so we will do our best to do better on the next visits. Cleaning is often a process, getting to know your likes, desires and the needs of your home can take some time. Rest assured, our goal is always to try to improve our cleanings as we get to know you and your home.

HELPFUL HINT- Before calling, ask yourself if the unsatisfactory area could have been dirtied by your family members, pets or insects (i.e. cobwebs) **AFTER** we cleaned for you. This is often the case and is not the fault of the house cleaners. It is our policy to clean the area **ONCE** and move on. Anything dirtied **AFTER** we have cleaned is neither our responsibility nor our fault, respectfully.

HELPFUL HINT- Read our cleaning packages located on our website (hate2clean.com) before calling. The reason we may have “missed” the area is because it may **NOT** be covered under your chosen cleaning package. If confused, just give us a call, email or text we will gladly go over again, in detail what is covered and what is not. Moreover, you can either upgrade to a more comprehensive package or build on your chosen package with our “**EXTRAS**” for very little more money.

Our yardstick, so to speak, is always to leave your home at least 100% cleaner overall than how we have found it. By being on the same page as our clients and having clear expectations, mutual respect and understanding we feel we will be able to keep you happy and service you, your family and your home for years to come.

PARKING

We ask you to provide us with driveway access parking (when available) to your home for loading and unloading our equipment and supplies from our vehicles. Street parking at customers expense.

ACCESS

If you have an alarm system, please be sure that it is turned off before we enter your home. We encourage all of our clients to issue us a key. If you choose not to issue us a key you can leave a key in a predetermined hiding place or you can provide a lockbox for us to access your home. After this, we will return the key when we have finished our service. You can also give us the code for the alarm system of your garage door.

KEYS

We prefer you to provide us with a key which we will be coded and not be linked back to your home. At no time will your key have any identification which could be traced back to your home. When not in use for cleaning, your keys are safely locked away. With the termination of services, your key will be returned by either certified mail or we will prearrange a time to meet with the client to personally return key. At no time will your key be out of Hate2clean.com Maid Service possession. Rest assured we are looking after you and your belongings! We appreciate your trust in us!

PETS

We take pride in being a pet-friendly service and take special care in making your pets feel comfortable during our cleaning process. However, we do need to make sure that the safety of our employees and staff are addressed. If you have aggressive pets, please secure them during our cleanings. Please make sure, however, that we still can access all the necessary rooms to do the scheduled work. We will skip the room that the dog(s) are confined in.

HELPFUL HINT – Many of our clients use crates. It protects their animals and our cleaners `and vomit or other biohazards. This includes feline litter boxes and dog kennels.

TEMPERATURE IN HOME

For the comfort of our cleaners, we ask you to leave your air conditioner/heater on at a comfortable temperature (70 degrees) and we will be happy to raise it back to a predetermined temperature before us leaving.

BREAKAGE/DAMAGE

We are an insured company for \$2,000,000. We take great care when cleaning your home, however, accidents can happen. We pride ourselves on our honesty and the relationships we have with our clients. If any breakage/damage occurrences in your home, we will contact you immediately and take the appropriate actions necessary. Appropriate actions vary from household to household. If you notice breakage/damage, note that you must notify us immediately within 24 hours, so that we may take the appropriate action needed. We will not take responsibility for any damage not reported to us within 24 hours of our cleanings. Items of extreme value (monetary or sentimental) should be dusted or cleaned by the customer. Please note that antiques, irreplaceable one-of-a-kind, and hard-to-find items are not covered by our breakage and loss policy. We suggest that such items be moved to a safe location on the day of your cleaning, where our house cleaners do not have access to them. We cannot be responsible for breakage of items which are unstable or in an unstable environment. We reserve the right to skip cleaning such areas. All surfaces are assumed stable, sealed and ready to be cleaned without causing harm. Minor breakage/damage incidents will be resolved by replacing items or discounts on future cleanings agreeable to both client and Hate2clean.com Maid Service LLC. We always want to come up with a solution that is beneficial for both parties.

SAFETY

For safety reasons, we do not move anything weighing more than 25 lbs. If you wish us to clean behind anything heavy such as a couch or refrigerator, please move it before serving to allow us access to that area. We only use a two-step ladder. Wherever windows, furniture or fans are affected we do what is within reach with a two-step ladder or extension pole. No cleaning is worth the safety of our workers. For our safety, all firearms in a client's home must be stored and locked.

RATE CHANGES

We reserve the right to re-evaluate the rates at any time to allow for additional inflation, residents, pets, guests, business-related costs and cleaning time increases, and other cost increases. We will add a \$2.00 rate increase for ongoing service per year starting on 01/01/2020.

SOLICITATION OF SERVICE PROVIDER

The client agrees that he/she will not solicit, entice, or influence any service provider of Hate2clean.com Maid Service to leave Hate2clean.com Maid Service, or take over the cleaning contract, whether it is directly or indirectly, individually, or through a family member or other person or other company actions. Otherwise, a referral fee of \$5,000 will occur. This fee is due within 30 days of notification by Hate2clean.com Maid Service to the client. If the fee is not paid, Hate2clean.com Maid Service LLC will apply the right to pursue all other methods of collection, without any proof of damage being necessary.

COMMUNICATION

Communication is the key to cleaning. To ensure that all your needs are considered, please address all requests, grievances, and changes directly to Hate2clean.com Maid Service LLC via email, text or phone calls to us, 713-504-7151. To cut down on potential miscommunication, we neither ask you to call us and not write notes nor communicate through our cleaners. We aim to please and are always just a phone call away. If by chance you do receive our voice mail, please leave us a message, rest assured we do return phone calls and will do so promptly. Thank you for your cooperation in this matter.

TERMINATION

You, the client may terminate services at any time by giving a two week (14 days) notice to us. Without 2 weeks' notice, all termination fees apply. Please see our **SETTING APPOINTMENTS AND CANCELLATION/LOCKOUT POLICIES** section for details. You can either call in, email or text us your termination.